

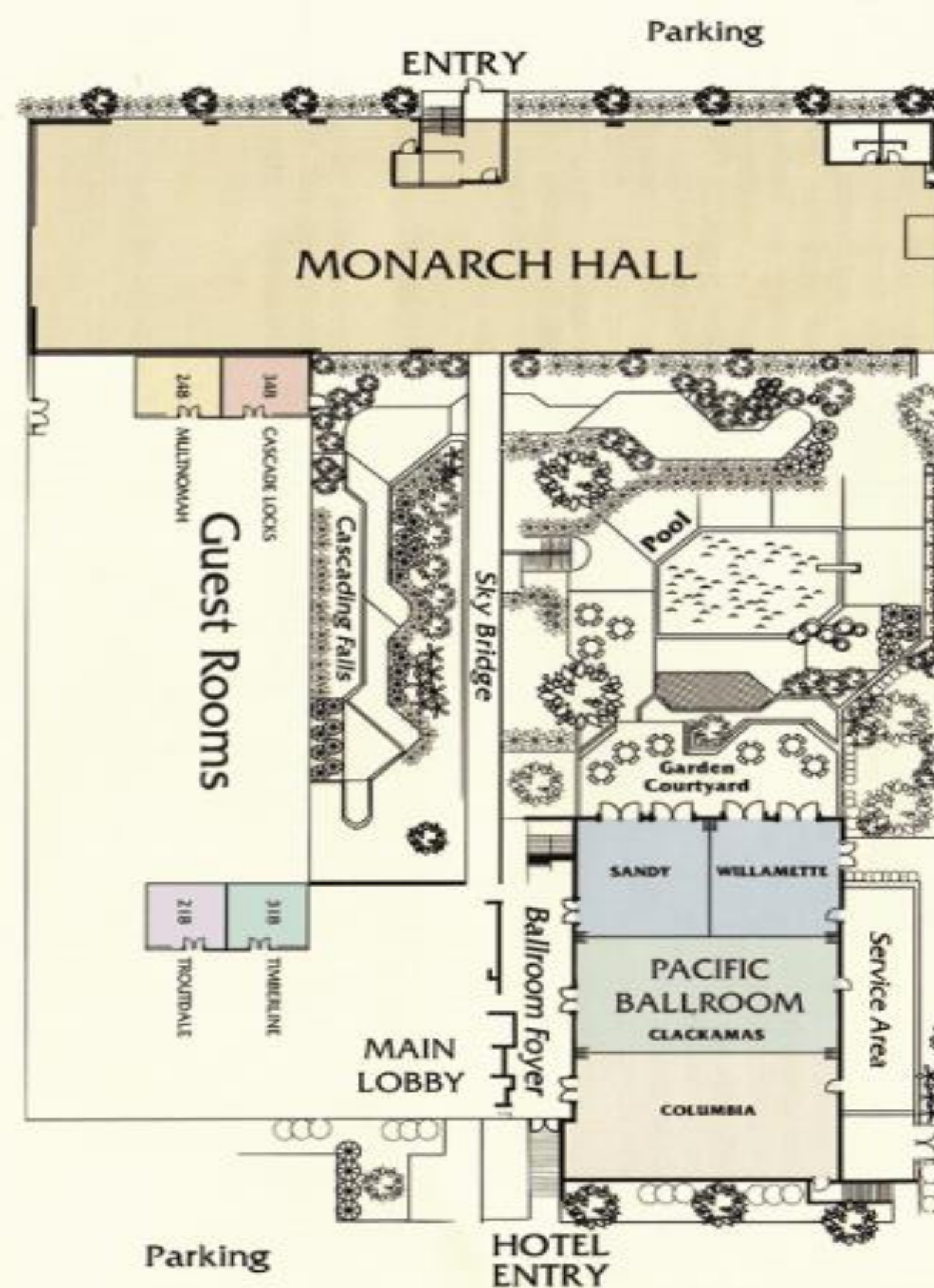


JOSÉ RIZAL UNIVERSITY
COLLEGE OF HOSPITALITY AND TOURISM MANAGEMENT

MODULE 1 / WEEK 1

INTRODUCTION TO ERGONOMICS & FACILITIES PLANNING

Chef Mae Montalban





OBJECTIVES:

- Explain the role of facilities in a hotel building
- Relationship between facilities and customer satisfaction
- Describe the components of a hospitality facility
- Explain the impact of facility design on facility management





LIMITATIONS of this Course:



- Hotel and Restaurant Facilities
- Focus on Food and Beverage Facilities instead of Hotel Facilities
- Use this learning for future subjects and projects



OVERVIEW



- Facilities planning in the hospitality industry is the process of designing the heart of the service facilities.
- It involves creativity and appeal without sacrificing the operational viability



OVERVIEW



- All hotels want guests to feel welcome, facilities and services come hand in hand to complete the experience.
- A great deal of planning is done to highlight the local culture plus modern amenities and bringing them together



OVERVIEW



- **Concept** + **Image**
- A great concept focuses on making the guest connect and allow for a memorable experience



PHYSICAL PLANT

- The term physical plant refers to the building structure, operational systems, interior design and the furniture, fixture and equipment of a hospitality facility.
- These involves all the physical requirements of a building, from construction to operations.





PHYSICAL PLANT

- The care and maintenance of the hospitality physical plant facility falls under the engineering and housekeeping department.
- These involves all the physical maintenance of the building, from plumbing, temperature, equipment and furniture and fixtures



IMPORTANCE of Facilities Planning:



- Planning a facility needs to comply with government requirements
- Plant facilities influence the cost of operations
- Facilities are long-term, fixed and inflexible



IMPORTANCE of Facilities Planning:



- Facilities planning, design and construction requires a long lead time to allow and anticipate future plans
- Facilities planning allows safety, convenience and comfort not only to guests but to employees as well





Components of the Physical Plant:



- Layout – framework for the operations
- Materials Control – system for movement/activity
- Procedures – system for activity control
- Utilities – respiratory, circulatory and digestive system
- Building – protective covering



Components of the Physical Plant:



- Estate – land and buildings
- Comfort – furniture and fixtures
- Air Condition – system for temperature control
- Kitchen – guest and staff meal requirements
- Transportation – elevators, cars, taxis



Components of the Physical Plant:

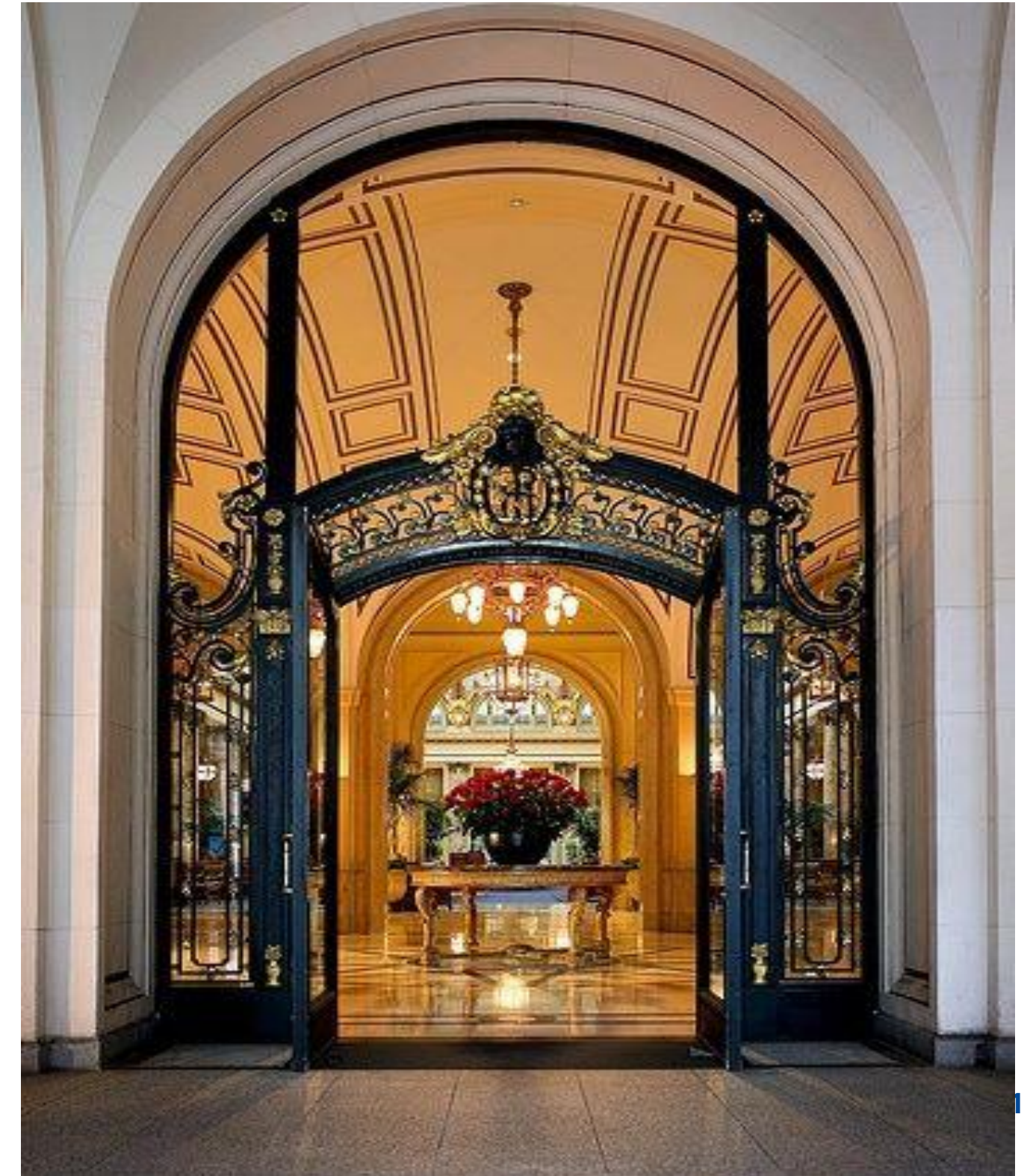


- Audio & Video – entertainment
- Telecommunications – messaging system
- Safety – system for personal, fire and theft
- Staff – to manage all

CONSIDERATIONS in Facilities Planning:



- **Attractive Appearance** – facilities improve the level of guest experience and pushes for guest retention
- Hotel facilities and amenities are the basis of its rating status; from one star to five star deluxe



CONSIDERATIONS in Facilities Planning:



- **Attractive Appearance** helps the hotel to stand out against its competitors.
- Aesthetic appeal of the property should not be barrier in day-to-day operations of the hotel



CONSIDERATIONS in Facilities Planning:



- **Layout** – an efficient plan includes optimum utilization of space and resources
- Hotel facilities and amenities should support the flow of activity & people

CONSIDERATIONS in Facilities Planning:



- **Cost** – facilities construction has cost implications, and it varies according to the type of hotel
- Hotel facilities and amenities have initial and continuous cost allocations



CONSIDERATIONS in Facilities Planning:



- **Maintenance** – facilities cannot continue to operate without care and attention
- Basic repair, maintenance and replacement of parts are frequently monitored to ensure safety and security

CONSIDERATIONS in Facilities Planning:



- **Special Projects** – emergence of new technologies pushes facilities to adapt
- Hotel Events may also allow for special projects to accommodate guest requirements



CONSIDERATIONS in Facilities Planning:



- **Renovations & Restorations** – facilities change to adjust to the times
- Modernization, added attractions and expansions can add appeal and attract more guests



CONSIDERATIONS in Facilities Planning:



- **Manpower** – hotel design and planning include architects, civil engineers, interior designers, facility layout planning, financial expertise, and operational management





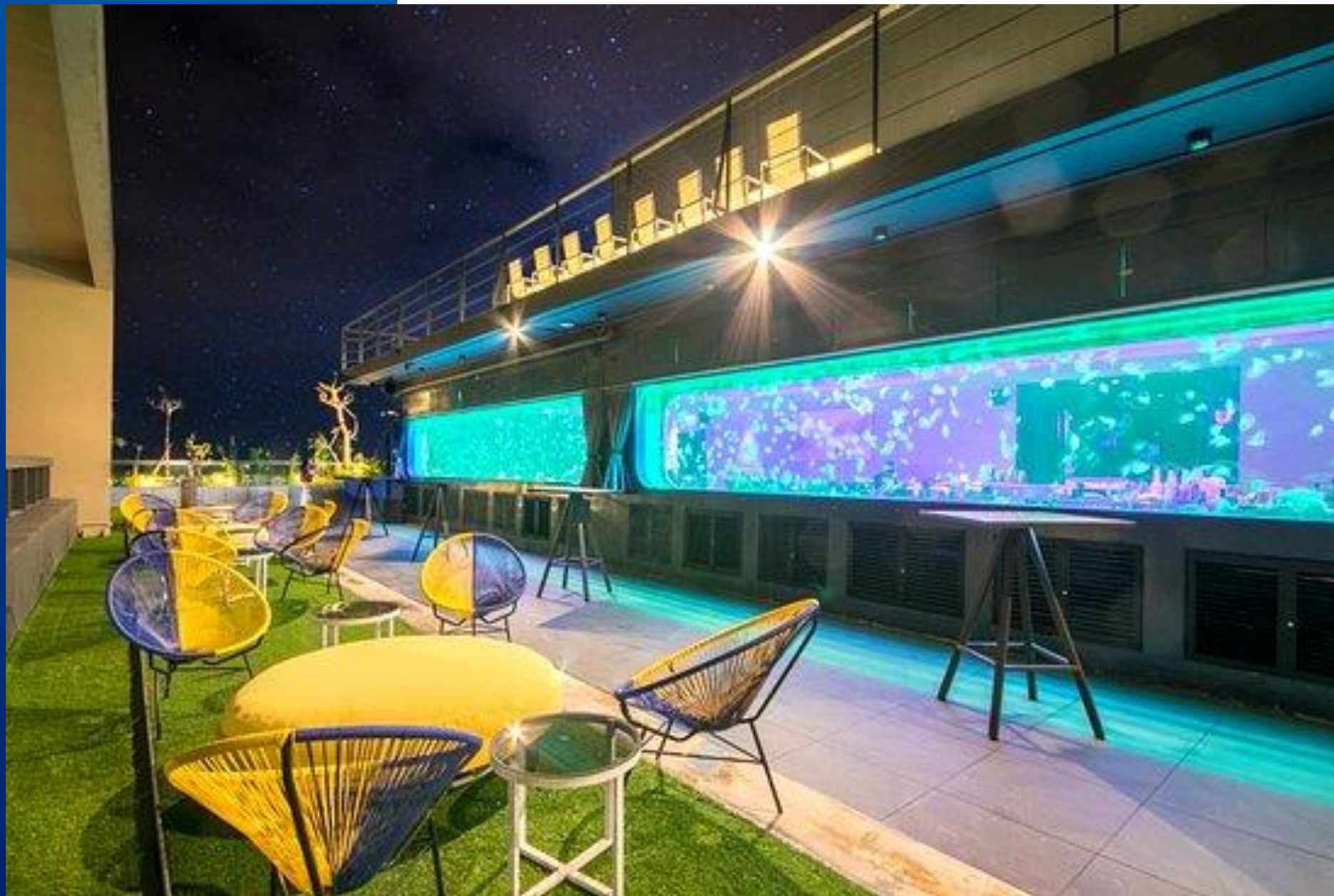
IMPORTANCE of Facilities Management:



- **IMPACT** - Having properly managed facilities is a huge step in setting a good first impression on people that visit your premises for any kind of business.



IMPORTANCE of Facilities Management:



- **EFFICIENCY** - Having properly managed facilities increases employee efficiency thus providing guest satisfaction



IMPORTANCE of Facilities Management:



- **MORALE** - Having properly managed facilities helps employees to focus on their tasks and shows pride in their chosen profession



IMPORTANCE of Facilities Management:



- **SAVINGS** - Having properly managed facilities lowers maintenance and upkeep, keeping costs down

IMPACT of Facilities Design:



- Facilities planning and design looks at how hotels are constructed with ease of management in the foreground
- Facilities that are easy to operate, maintain and manage



IMPACT of Facilities Design:



- Facilities Management at the start will allow for less rework with operation requirements and guest satisfaction are met
- Facilities that have value for money while providing an attractive facility but user friendly

IMPACT of Facilities Design:



- A more holistic approach may see the facilities management effectively influenced by the initial design decision, and future maintenance will be an integral part of the construction package



IMPACT of Facilities Design:



- Facilities design may provide appropriate and innovative solutions to business challenges through creative manipulation of all business resources, the optimum balance between people, physical assets and technology



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QUESTIONS?